

Change Management V3

Foundation & Practitioner

ClearCut
IT TRAINING

Duration: 5 days

Learn strategies to build resilience, manage stakeholders, and apply best practices for change initiatives. This course equips you with essential knowledge and techniques to drive successful organisational change.

Delegates will learn how to:

- Manage change in an organisation
- Appreciate how people deal with change
- Work with stakeholders during change
- Apply good practice models for implementing effective change
- Create a customised good practice CM Toolkit for your organisational changes based on The Change Management Study Guide

Topics

PART 1: Organisational Context & Approach (OA)

- Identify the link between change management and benefits
- Apply Kelman's three levels of Adoption
- Define simple and/or chaotic change
- Understand planned change vs. emergent change
- Use systems thinking to better understand and manage change
- Apply Force Field Analysis to better understand and manage organisational context
- Utilise Co-design for effective change
- Apply structured approaches, such as ADKAR and the Change Management Cycle
- Appreciate the benefits of using an AGILE approach

PART 2: People and Change (PC)

- Appreciate and understand human responses to change
- Understand the link between neuroscience and change management
- Utilise the change curve
- Lead the change journey
- Understand motivations and drives affecting change
- Appreciate and manage the impact of survival and learning anxiety
- Recognise different learning styles and how to integrate them into change projects

Continued

PART 3: Change Leadership & Teams (CT)

- Identify and understand key roles in managing change including Change Sponsor and Change Agent
- Create Psychological Safety during change
- Influence and lead change at all levels within organizational culture
- Create, build and develop change teams
- Harvest the value of team diversity

PART 4: Stakeholders and Communication (SC)

- Identify and define stakeholders
- Use stakeholder analysis techniques
- Use stakeholder levels of power and stakeholder mapping techniques
- Plan and build stakeholder engagement
- Apply communication theory, including:
 - Appealing to hearts & minds
 - Barriers to communication
 - Planning and delivering communication

PART 5: Work of the Change Manager (WM)

- Assess change impacts and change impact severity
- Identify, understanding and manage resistance to change
- Measure and analyse the effectiveness and benefits of change interventions
- Build a change analytics strategy

PART 6: Developing Professional Change Practice (Practitioner only)

- Create momentum and sustain change
- Identify learning needs and learning objectives
- Deliver effective coaching techniques to support change
- Develop techniques to deliver effective developmental feedback
- Manage potential conflict arising from change
- Facilitate co-design for effective change

The Foundation exam takes place on day 3 of the course.

The Practitioner exam takes place on day 5 of the course.